

REOPENING GUIDANCE FOR BREWERIES / DISTILLERIES

Based upon recommendations from the Cape May County-Wide Recovery Initiative Business Sector Task Force

Updated May 13, 2020

In compliance with the Opening Up America Again criteria, state guidance, and building upon the common experience of essential retail success, the following minimum mitigation protocols will be in effect for all business and organizations:

Social Distancing: All persons who are not part of an existing, noninfected pod of individuals, such as families or other discreet small groups, will be required to remain at least six-feet distant from each other.

Personal Protective Equipment: All persons will be required to utilize an effective covering of the nose and mouth designed to maximize the prevention of distribution or inhalation of vapor droplets from the respiratory system. Employees will be instructed on the proper use of gloves or other barriers to transmission by touch and will be required to utilize the same at all times.

Employee and Management Monitoring: Where possible, offer both virus and antibody testing to employees prior to commencing operations. All employees and members of management of all business and public operations will be continually monitored for body temperature and symptom concerns. Temperature baselines will be detected and recorded for comparison to regular temperature monitoring. Any employee or member of management showing symptoms or an elevation of body temperature will be immediately removed from the workforce and sent for testing and isolation. Tracing, and if necessary removal and/or isolation, of employee contacts will immediately commence and preventative measures ranging from disinfection of work areas to closure of part or all of a facility will take place until such time as broader disinfection can occur.

Sanitation: All employers, public and private, will engage in strict sanitation protocols. All refuse will be handled by employees in personal protective equipment that includes, at a minimum, face-coverings and gloves. Refuse will be constantly monitored and frequently removed to closed containers. Industry specific sanitation protocols have been developed and will be implemented and followed, especially as relates to food service and accommodations, as more fully set forth in the protocols included in the appendix.

Disinfection: All disinfection will follow the guidelines provided by the Centers for Disease Control, at a minimum.¹ Disinfection will be frequent and thorough and effectuate by use of EPA and/or FDA approved and effective microbial disinfectants.

¹ <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

Local Industry Input/Guidance:

- Support flexible workplace accommodations for those impacted.
- Same maximum occupancy as bars and restaurants; maximum capacity of 75% for outdoor spaces; 65% for indoor spaces.



CHECKLIST FOR REOPENING GUIDE

Reopening your brewery amid a health crisis presents a set of challenges new to nearly every business owner. Prior to opening, regulators will want assurances that you understand and have considered potential problem areas, have adapted your service model to safeguard customer and employee health, and have implemented practices that mitigate viral exposure. An effective plan will communicate how your business is minimizing risk and should instill confidence in your customers and staff. With that in mind, it is critical to thoroughly prepare for a public opening prior to allowing patrons back into your brewery.

Creating standard operating procedures and best practices will allow you and your staff to control as many variables as possible. Some of the guidelines in this document will be applicable to most establishments. Likewise, there are considerations that will need to be assessed and managed regarding the specifics of your business model, floor plan, staffing resources, and available supplies. While it will be important to keep your customers informed of new policies, requirements, and changes at your brewery, you cannot rely on them alone to uphold the necessary standards. Your business should lead the charge by constructing and executing a comprehensive plan.

First Steps

- [Review CDC and OSHA federal guidance and implement procedures to safeguard employees and customers.](#)
- [Review federal, state, and local capacity and distancing requirements, group meeting limitations, and any restaurant- or bar-specific rules requiring your compliance.](#)
- [Inspect and inventory personal protective equipment \(PPE\), sanitizers, and other health/safety needs.](#)
- [Restart your draught system.](#)
- [Consider any preventive maintenance that may have been overlooked during the period of shutdown or reduced brewery operations.](#)

Staff

- [Implement guidelines for staff safety, distancing, and PPE usage.](#)
- [Host training sessions on all updated standard operating procedures \(SOPs\) and policies BEFORE reopening.](#)

Handwashing and Personal Sanitization

- [Post handwashing signs near all sinks.](#)
- [Make hand sanitizer available in public spaces.](#)
- [Create SOPs for staff handwashing and sanitizing.](#)

Capacity and Group Restrictions

- [Update your visitor capacity based on local, state, and federal guidance.](#)
- [Communicate your new policies/procedures with customers before they come in.](#)

Cleaning

- [Create SOPs for heightened and frequent taproom/public space cleaning.](#)

Service

- [Create SOPs for staff for greeting/seating patrons.](#)
- [Enforce social distancing with taproom, bar, and brewpub layout.](#)
- [Review all public areas for spaces that will make it difficult to promote and monitor social distancing. Close or restrict areas and reduce access to items as necessary.](#)
- [Review and update SOPs for beer service.](#)
- [Create SOPs for handling transactions.](#)
- [Create SOPs for bussing tables.](#)
- [Review and continue with COVID-cautious policies for selling beer to-go.](#)
- [Review your planned events and regular activities. Cancel or reconfigure events that do not promote social distancing.](#)

Further Considerations

- [Consider moving to all table service or all bar service, whichever is easier to promote and enforce social distancing.](#)
- [Consider how to provide guests water.](#)
- [Create SOPs for handling merchandise programs.](#)

First Steps

Review CDC and OSHA federal guidance and implement procedures to safeguard employees and customers.

- [CDC Interim Guidance for Businesses](#)
- [CDC Guidance for Retail Food Workers](#)
- [OSHA Workplace Guidance](#)
- [OSHA Manufacturing Guidance](#) (for beer production employees)
- [OSHA Retail Guidance](#) (for retail taproom and brewpub service employees)

Review federal, state, and local capacity and distancing requirements, group meeting limitations, and any restaurant- or bar-specific rules requiring your compliance.

- Federal Guide: [Opening Up America Again](#)
- [National Restaurant Association's COVID-19 Information and Resources by State](#)
 - Scroll to *"How can I find out what my state, county or city is requiring of restaurants operating in this period?"*

Inspect and inventory personal protective equipment (PPE), sanitizers, and other health/safety needs.

- Order now to fill any gaps and ensure ample stock for reopening.
- Review [appropriate taproom sanitizers](#) before ordering.
- Review information on [food/beverage service and coronavirus](#).

Restart your draught system.

- [Best Practices in Preparation for Reopening After Extended Draught System Shutdown](#)

Consider any preventive maintenance that may have been overlooked during the period of shutdown or reduced brewery operations.

- Examples include refilling floor, sink, and equipment drain traps, fire suppression, pressure release valves, etc.

Staff

Implement guidelines for staff safety, distancing, and PPE usage.

- Employers must post the [Families First Coronavirus Response Act \(FFCRA\)](#) notice for their employees. See [related FAQs](#) regarding this poster.
- Train staff to correctly wear, maintain, and dispose of appropriate PPE, namely disposable gloves and a face covering over the nose and mouth.
- Consider high-traffic/shared areas. Can these areas be managed, cleaned regularly, and limited in use?
- Will you measure and record staff temperatures before their shifts? Send someone home due to a cough? Encourage open communication about mental and physical health? Have a policy and SOPs for these items and be consistent.

Host training sessions on all updated standard operating procedures (SOPs) and policies BEFORE reopening.

- Openly communicate new floor plans, menus and notes, schedules and shift policies, sanitization and documentation procedures, curbside/to go and gift card programs, tipping and schedule changes, and staff hygiene and uniform standards. Have a sign-in sheet to verify employees have been informed and trained on these procedures.
- How are you holding employees accountable for maintaining these SOPs?
- How are you tracking the daily maintenance and completion of these crucial procedures? Written logs? Scheduled checks? Individual assignments?
- Communicate via email/video/phone frequently. Give your staff a way to communicate their concerns, ideas, and feedback regarding these policies and procedures.
- Openly communicate sick leave policy and health of staff coming in for shifts.
- Identify hard-to-cover positions and implement cross-training to prepare for possible sick leave, outages, and coverage issues.
- Create talking points and COVID-cautious FAQs for your operation for all staff answering phones. Practice questions and discuss when to involve a manager or owner.
- Refer to [Serv-Safe](#) for staff training and service recommendations.

Handwashing and Personal Sanitization

Post handwashing signs near all sinks.

- The [CDC has easy-to-print signs](#) available, as does [ServSafe](#).

Make hand sanitizer available in public spaces.

- Make sanitizer available to customers and staff. Install more dispensers as needed.
- Proper handwashing with soap and water is more effective than hand sanitizer [according to CDC guidance](#).
- Staff should be encouraged to wash hands rather than sanitize whenever possible.
- The [TTB has posted guidance](#) on larger scale manufacturing of hand sanitizer.

Create SOPs for staff handwashing and sanitizing.

- Ensure that you maintain an ample supply of sanitizing products. Getting behind on orders/supplies could mean more downtime for your business.
- Train staff on location and restocking for handwashing stations, sanitizer, etc.
- Make this critical process visible and convenient.
- Times to consider requiring handwashing:
 - Before handling and running food and drink.
 - After bussing a table.
 - Before pouring beer.
 - After handling cash or credit cards.
 - Between interacting with different parties.
- Establish [handwashing procedures](#) for all staff.

Capacity and Group Restrictions

Update your visitor capacity based on local, state, and federal guidance.

- Create customer policies aligned with guidelines that you can cite and enforce.
- What if you can only have 10 people in at a time? 10 people per room? Groups smaller than 10 but up to 50 people? How do you turn away patrons when you are at capacity?
- Create an SOP for head counts. Do you have door staff? Does your manager take a head count hourly?
- Know how many people in an individual party you are legally and otherwise prepared to handle, while still promoting social distancing.
- Dialogue with your staff so they feel comfortable and are equipped to handle guests who are not adhering to your guidelines.

Communicate your new policies/procedures with customers before they come in.

- Make sure any new policies are listed on your website and promoted through social media, especially those relating to limited service, group size, or visiting hours.
- Include new capacity and group-size restrictions.
- Adjust signage prior to reopening: We are open, front door sign with sanitizing policies and COVID-cautious approach, waitlist policy, bar area policy, and restroom signage.
- [Brewers Association Crisis Communication Template](#).
- Have signage outside of your brewery to limit crowds and announce new policies and social distancing guidelines.
- Signage should include things like [handwashing signs](#) for patrons in public restrooms.

Cleaning

Create SOPs for heightened and frequent taproom/public space cleaning.

- Do not forget bathrooms! You will need to thoroughly clean more than once a day. Do you provide wipes for folks to sanitize door handles and faucets after each use? Lock and provide keys for use to ensure proper cleaning between each use? Install additional touch-free soap and paper towel dispensers?
- Include ALL necessary details, specific/approved cleaning materials, timing, etc.
 - See [Brewers Association's Guide to Sanitizer Recommendations During COVID-19 Virus Concerns](#).
 - Address all frequent touchpoints including wait area benches, walls, tables, chairs, barstools, salt and pepper shakers, coasters, condiments, coat hooks, restrooms, doors including front door, restroom door, staff doors to office, kitchen, and breakroom.
 - [Sample List of High Touch Items](#).
 - What is your cleaning schedule and who is responsible for completing cleaning tasks? Who is ensuring completion of these tasks?
 - Create a log that employees must sign to verify cleaning is being done at the specified intervals.

- Periods of inactivity can cause sewer lines to dry out, introducing the potential for odors and allowing contaminated air into the building. Pour a gallon of water down every drain every two weeks to keep sewer traps operational.
- [CDC Recommendations for Cleaning and Disinfecting Your Facility.](#)
- [EPA Disinfectants for Use Against SARS-CoV-2.](#)

Service

Create SOPs for staff for greeting/seating patrons.

- Do they seat themselves? Wait to be seated? Different policies for bar and table seating? How do you enforce social distancing with seating arrangements, both at tables and the bar?
- What if your staff is helping a different customer? Verbal greeting? Signage at the door?
- Do you need to limit group sizes or only allow a set number of people in a single group? If local, state, or federal guidelines recommend groups of 10 or fewer, your reservation policy should match. Be prepared to handle this on the fly with groups who are unaware of the policy.

Enforce social distancing with taproom, bar, and brewpub layout.

- Set all tables AND chairs at least 6 feet apart from other tables or groups.
- Mark appropriate bar and open space seating/standing distances.
- Use digital menus (accessible online), create a large poster-sized menu, make signs, verbally discuss beer, or offer one-time-use menus.
- For bar service, clearly demarcate where patrons order and ensure social distancing from other patrons. Tape off and hang “order here” signs to ensure social distancing and reduce confusion.
- Implement measures to direct customer and staff flow within public spaces. Are there any bottlenecks? Areas that promote congregation? Can you tape or mark appropriate waiting areas and staff-only areas to direct flow? Don’t forget about bathroom and bar waiting lines, as well as any small but high-traffic areas.

Review all public areas for spaces that will make it difficult to promote and monitor social distancing.

Close or restrict areas and reduce access to items as necessary.

- Consider these areas:
 - Outside smoking sections.
 - Large/open spaced rooms.
 - Side or back rooms.
 - Game or lounge areas.
 - Music or entertainment spaces.
- Does your patio have several access points? Can you close all but one in order to control the flow of traffic and number of people in that space?
- Remove games and other shared entertainment items that cannot be sanitized.

Review and update SOPs for beer service.

- Wash hands between any other tasks and pouring beer? Wear gloves? Interact with other guests while pouring? Assign pouring/handling duties to particular staff members?
- Whatever procedures you settle on, proper pouring hygiene, faucet hygiene, and growler cleaning will be critical for the health and safety of your customers.
- Pages 57-60 of the [Draught Beer Quality Manual](#) provide guidance on these practices. (i.e. No contact between faucet nozzle and glass, no submerging of faucet nozzle in the customer's beer, growler exchange programs, etc.)

Create SOPs for handling transactions.

- Do you start a tab? Do you accept cash? Do you accept digital payments? Do you have shared pens to sign tabs?
- CDC guidance on taking payments (found [here](#)) includes:
 - *Do not touch your face afterward.*
 - *Ask customers to place cash on the counter rather than directly into your hand.*
 - *Place money directly on the counter when providing change back to customers.*
 - *Wipe counter between each customer at checkout.*

Create SOPs for bussing tables.

- Should patrons leave glassware for staff? Should individuals bus their own tables? Should staff wait to clear the table until everyone is done? How do you communicate your policy? Can you assign certain staff to service and other staff to bussing? What model gives you the highest ability to reduce touchpoints, ensure staff safety, and encourage social distancing?

Review and continue with COVID-cautious policies for selling beer to-go.

- [To-Go Practices at the Brewery](#)
- [Handling and Filling Growlers](#)

Review your planned events and regular activities. Cancel or reconfigure events that do not promote social distancing.

- Do you host trivia? Are you usually at capacity with people crowding tables? Can you make it reservation-only? Open up to a larger space? Make it a virtual trivia game?
- Do you host regular running groups? Do they practice social distancing while running? Is the group typically larger than local, state, or federal guidelines allow while social distancing?
- How will you handle live music? The conflict of people wanting to dance/interact? Managing crowd sizes, while accommodating those not in attendance specifically for the event?

Further Considerations

Consider moving to all table service or all bar service, whichever is easier to promote and enforce social distancing.

- Is your bar area too small to accommodate social distancing while patrons wait in line to order? Do patrons organically form crowds at your bar? Does it make sense to direct each table to a specific part of the bar to order or drop off glassware?
- Keep in mind the flow of traffic as well as seated social distancing.
- The best solution for your brewery might vary depending on space and traffic flow. Bar service might reduce touchpoints, while table service might be best if your bar is too small to accommodate social distancing.

Consider how to provide guests water.

- Does your waitstaff typically handle all refills? It might be beneficial to move to a self-service water station, offer individually bottled water, or provide sanitized reusable containers on each table (like a growler). Consider the best method for your brewery to reduce shared touchpoints and promote social distancing.

Create SOPs for handling merchandise programs.

- Do you allow customers to handle merchandise before purchase?
- Is your merchandise on the floor or in a staff-only area?
- Can your staff wear gloves and masks while handling merch?
- Present sold merch to customers in a bag and recommended they launder or wash any items before use.



New Jersey Restaurant and Hospitality Association's

“Safe Dining” Re-Opening Plan

The New Jersey Restaurant and Hospitality Association has put together a 3-stage plan for establishments to re-open in New Jersey. The 3-stage plan is in response to Governor Murphy's request of what re-opening looks like for the restaurant and hospitality industry during and after Covid-19.

Table of Contents

1. Summary
2. Staff Safety Guidelines
3. Guest Safety Guidelines
4. NJRHA's Industry Promise
5. NJRHA 's Suggested Best Practices

SUMMARY

1. Industry Category: Restaurant / Hospitality
2. Name of Industry / Type of Business: Restaurant Dining Room Service
 - Full-Service Restaurant – at the table the server takes the customer's order, deliver food to customer, remove used dishes and utensils, and receive payment from the customer.
 - Limited Service Restaurant – the customer's order and payment are taken at the counter, food is given to the customer at the counter or at a table, the customer disposes their own utensils and trash, or employees may do so.
 - Buffets and Venue Full-Service Businesses – self-serving food stations where payment of meal is handled separately.
3. Duration of Recommended Limitations: These limitations are for 30 days and they shall expire, unless reissued affirmatively at the end of that time. If reissued they should be reviewed, no less than every 14 days from that date until they are no longer required.
 - **Stage 1:** Applicable to all eating and drinking establishments, now until May 15th, current limitations and restrictions (strict guidelines provided by the Health Department and Food Code requirements).
 - **Stage 2:** Applicable to Limited and Full-Service Restaurants only, start May 15th, for 30 days and they shall expire, unless reissued affirmatively at the end of that time for restaurants and bars. If reissued they should be reviewed, no less than every 14 days from that date until they are no longer required.



- **Stage 3:** Applicable to all eating and drinking establishments, start July 1st, business as usual, no limitations on guests or expanded seating plans, required or suggested gloves/masks/sanitation for guests.

STAFF SAFETY GUIDELINES

Stage 2:

1. At least one manager per shift certified in ServSafe Manager. *
2. Mandate that all staff members to be certified in food handler.
3. Mandate guest-facing staff to wear masks.
4. Train all employees on the importance of frequent handwashing, the use of hand sanitizers with at least 60% alcohol content and give them clear instruction to avoid touching hands to face.
5. All staff required to take health check, survey and/or temperature prior to shift.
6. All employees are required to report any fever or illness to supervisor.
7. Any sick employees are prohibited from the workplace and may only return after the employee self-isolates for seven days from the onset of symptoms and be symptom-free for three days without medication (as per CDC guidelines).

Stage 3:

1. At least one manager per shift certified in ServSafe Manager. *
2. Mandate that all staff members be certified in food handler.
3. No guest-facing staff are required to wear masks.
4. Train all employees on the importance of frequent handwashing, the use of hand sanitizers with at least 60% alcohol content and give them clear instruction to avoid touching hands to face.
5. All staff required to take health check survey.
6. All employees are required to report any fever or illness to supervisor.
7. Employees can wear masks at their discretion.
8. Any sick employees are prohibited from the workplace and may only return after the employee self-isolates for seven days from the onset of symptoms and be symptom-free for three days without medication (as per CDC guidelines).



GUEST SAFETY GUIDELINES

Stage 2:

1. Post sign on door that no one with a fever or cough is to be permitted in the restaurant.
2. Limit the number of customers in the restaurant to comply with proper social distancing guidelines.
 - a. Customer seating and bar seating to be either 6' apart or reduced to 50% capacity.
 - b. If practical, physical barriers such as partitions or Plexiglas barriers at registers/booths are acceptable but are not required.
3. Seating to be limited to no more than 8 guests per table/bar table
4. Tables, chairs, and bars to be cleaned and sanitized after every use.
5. Common areas and high customer contact areas (i.e. door entrances) to be cleaned and sanitized at least once per hour.
6. Restrooms to be checked regularly and cleaned and sanitized based on frequency of use.
7. Place settings, utensils, and menus to become either single-use or cleaned/sanitized after every use.
8. Condiments are not to be left on table, instead provided upon request and cleaned after usage or personal packets should be used (salt, pepper, salad dressings, syrup, etc.)
9. Drink refills shall be in clean/unused glass/cups.
10. Lemons and unwrapped straws to be removed from self-service drink stations.
11. Hand sanitizer or washing stations upon exits/entrances.
12. Require the installment of certain equipment or markings, such as tape on the floor in checkout lines for limited service restaurant ordering in which customers stand in line.

Stage 3:

1. Post sign on door that no one with a fever or cough is to be permitted in the restaurant.
2. Normal capacity allowed. No restriction to the number of customers in the restaurant/bar areas.
3. Tables and chairs to be cleaned and sanitized based on frequency of use.
4. Common areas and high customer contact areas (i.e. door entrances) to be cleaned and sanitized at least once per shift.
5. Restrooms to be checked regularly and cleaned and sanitized based on frequency of use.
6. Place settings, utensils, and menus to be cleaned/disinfected at least every shift.
7. Condiments are not to be left on table, instead provided upon request and cleaned after usage or personal packets should be used (salt, pepper, salad dressings, syrup, etc.)
8. Drink refills shall be in clean/unused glass/cups.
9. Lemons and unwrapped straws to be removed from self-service drink stations.



NJRHA'S INDUSTRY PROMISE

Welcome Back

The hospitality industry is committed to protecting our employees and guests. As we return to our daily lives, we pledge to you, our guests, to continue to be a leader in health, safety, and sanitation practices.

Our Promise to You

- We will continue to be a leader in safe sanitation practices.
- All employees will pass a health check or complete a health survey prior to each shift.
- All indoor and outdoor seating options will comply with the appropriate social distancing guidelines.
- Hand sanitizer or handwashing stations will be available to all customers and employees until phased out.
- We will clean and sanitize common areas and surfaces regularly.
- We will clean and sanitize each dining area after every use.
- Place settings, utensils, menus, and condiments will either be single-use or will be cleaned and sanitized after every use.
- We will post the *NJRHA Industry Promise* at our entrances so everyone understands the steps we must all take to keep our communities safe.

Your Promise to Us

- If you have been exposed to COVID-19 recently or have symptoms of COVID-19 (including a fever, cough, or shortness of breath), please help us keep everyone safe by staying home and using our contactless delivery options.
- If you have underlying health conditions or are otherwise concerned about contracting COVID-19, please feel free to use our contactless delivery options.
- You agree to follow the social distancing and sanitary guidelines that have been put in place to protect you and our other customers and employees.
- If you have any questions about the *NJRHA Industry Promise*, please ask for a manager who will be happy to assist you.



NJRHA'S SUGGESTED BEST PRACTICES

- Post the *NJRHA Industry Promise* in a prominent place in your facility and on your website to show your commitment to food safety, staff safety training, and the steps you are taking to go above and beyond in providing safe food and a safe dining experience. Posting the promise is to everyone understands the steps we must all take to keep our communities safe.
- Consider automatic entrances/exits.
- Consider touchless hand sanitizing solutions.
- Consider touchless bathrooms including automatic doors, sinks, toilets, and stall doors (as able).
- Create, execute and publicly post a full scale “Safe Dining” cleaning and sanitizing protocol in preparation for welcoming customers.
 - Create a checklist of all front and back of house surfaces your staff and customers will come in contact with.
 - Never touch ready to eat food with hands. Use gloves correctly.
 - Takeout procedures include: Sanitize takeout boxes and bags and safe packaging (closed packaging).
 - Delivery procedures include: no contact delivery, no contact payment, cleaning and sanitizing cars, etc.
 - Train your staff on these surfaces and prepare procedures for elevated cleaning and sanitizing of these surfaces.
 - Post publicly in your facility and online.
- Allow customers to wear personal protective equipment such as masks or gloves within your facility, making them feel welcome and as safe as possible.
- Design a process to ensure guests stay separate while waiting to be seated making it hard for them to congregate in waiting areas or bar areas.
 - The process can include floor markings, outdoor distancing, waiting in cars, etc.
 - Consider an exit from the facility separate from the entrance.
 - Determine ingress/egress to and from restrooms to establish paths that mitigate proximity for guests and staff.
- Each business should determine, post and enforce a maximum number of customers allowed in a location at one time - based on factors such as square footage and layout of dine-in area (perhaps leaning on some ratio of your fire occupancy number) and what the current social distancing rules are.



- Update floor plans for common dining and bar areas, redesigning seating arrangements to ensure proper social distancing between table setups and bar seats. This determination should be used for dine-out or patio seating areas.
- Post this conspicuously on your website and at your entrance so your customers know what to expect.
- Train your staff well on the best way to communicate this to your guests, especially those who may be disappointed when your determined capacity is reached.
- For certain restaurants and as appropriate a reservations-only business model or call-ahead seating to better space diners.
- Consider limiting contact between waitstaff and guests.
 - Where face coverings are not mandated, suggest waitstaff to wear face coverings (as recommended by the CDC) if they have direct contact with guests. Reduce customer touch points by having food on cooks' line ready to serve.
 - Eliminate multiple touchpoints at the table by only having one person per table through their entire stay
 - Use technology solutions where possible to reduce person-to-person interaction: mobile ordering and menu tablets; text on arrival for seating; contactless payment options.
- Require third party delivery drivers to take a food handler certification program.
- Remind third-party delivery drivers and any suppliers that you have internal distancing requirements.
- Where possible, workstations should be staggered so employees avoid standing directly opposite one another or next to each other. Where appropriate social distancing is not possible, consider other options (e.g., face coverings) and increase the frequency of surface cleaning and sanitizing. Limit the number of employees allowed simultaneously in break rooms.
- With larger staffs, use communication boards or digital messaging to convey pre-shift meeting information.
- Allow your employees to wear masks or gloves if they want to. If possible, procure a supply to make available to your staff. NJRHA has preferred vendors for these types of products.
- In addition to cleaning tables/bars after each use, where possible, consider using disposable table coverings (linen tablecloths, butcher paper, etc.) to increase sanitation efforts and guest safety.
- Create an operating plan for any instance of an employee with a suspected or confirmed case of COVID-19.
- In addition to health checks or surveys per shift, take staff members temperature upon reporting to work.



- In addition to ServSafe Manager and Food Handler, consider having your staff take ServSafe Allergen for an additional food safety certification.
- Consider removing self-serve spaces.
- Consider designating a single employee per shift, ideally with a clearly identifiable uniform or badge for customers to recognize, to oversee safety and sanitation measures.
- Make sure your online presence is robust and acknowledges fully all you are doing to operate safely.
 - Keep regular operating hours and post them, make it clear when your facility is open for dine in.
 - Spread the word through digital and social media platforms by using NJRHA’s hashtag campaign, #safeeats and #njrhastrong
- Communicate, Train, Repeat. The way you welcome your staff back and meet them where they are in relation to potential anxiety over the current societal circumstances or any other issues, they are having will go a long way toward ensuring your long-term success. The same is true of your customers. Training your staff how to communicate to your customers completes this circle.

FOOTNOTES:

- At least one manager per shift certified in ServSafe Manager. * = This is a current DOL mandate. Currently, ServSafe Manager teaches:
 - Proper and safe food handling – types of contamination
 - Major Foodborne Illness Risk Factors
 - Proper Food Storage
 - Proper Cooking temperatures
 - HACCP Plan
 - Daily checklists about opening and closing that require cleaning and labeling food appropriately
 - Hair/head is covered or up and Proper handwashing enforced
 - Disinfecting and wiping down stations and tables in between guests